

METHOD AND SYSTEM FOR DIRECTORY ASSISTANCE SERVICES

Abstract of the Disclosure

5 A mobile telephone, or personal communication  
services subscriber who wishes directory assistance  
services is connected in the conventional manner to an  
operator who identifies a destination telephone number  
desired by the subscriber. As known in the prior art,  
the operator then initiates a call connecting the  
10 subscriber to the destination telephone number. In a  
preferred embodiment, the operator locates a desired  
destination telephone number in a computer database, and  
can select automatic dialing of the located number.  
Further, rather than dropping all further involvement  
15 with the call, the preferred embodiment of the present  
invention continually monitors the connection thereby  
established for a predetermined DTMF signal issued by  
the customer, such as that obtained by pressing the "\*" button.  
If such a signal is detected, the customer is  
20 transferred to a directory assistance operator, who can  
then provide whatever further assistance is needed  
(e.g., providing further directory assistance). If a  
busy signal or non-answering party is detected, a  
customer is given a plurality of options including  
25 leaving a recorded message or page, or a predetermined  
alphanumeric message or page for the called party. In  
this case, the system automatically tries, repeatedly,  
to deliver the recorded message or page and, optionally,  
confirms successful or failed message delivery to the  
30 calling party.

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